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Medical Home Port Program Under New Leadership and A New Roof

Filed under FLEET AND THE FLEET MARINE FORCE, FORCE HEALTH AND SAFETY, HOSPITALS

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Editors Note: The [Medical Home Port Program Management Office](#) (MHP PMO) welcomed their Director this spring. Captain Maureen Padden assumed her new role as Commanding Officer, Naval Hospital Pensacola and was relieved by Lt. Cmdr. Debra Manning, MC. Manning holds a M.D. from Virginia Commonwealth University Medical College of Virginia and a M.B.A. from Pacific Lutheran University. Lt. Cmdr. Manning was instrumental to the launch of Medical Home Port (MHP) at Pensacola, one of the first Navy Medicine sites to adopt MHP and one of the more successful practices to date.

U.S. Navy Bureau of Medicine and Surgery, Medical Home Port Program Management Office



The Medical Home Port Program Management Office, is under new leadership, and we have continued to fulfill our goal to visit every Medical Treatment Facility in Navy Medicine.

Upon completing a site visit at Guantanamo Bay, Cuba, in July, our team will have provided onsite training and performance feedback to all 27 U.S. Navy MTFs. As a follow-up to the site visits, we are in the process of conducting metrics briefs with Commands to review key metrics, recognize successes, and identify program improvement opportunities. This implementation

model has sustained fidelity to the model and facilitated two-way communication between the MHP PMO and sites about program strengths and areas for growth. Currently, Navy leads the Services in providing patient access to care and Per Member Per Month (PMPM) cost inflation has decreased, with outpatient inflation dropping from 7.7 to 4.8 percent.

To further validate Navy's MHP model among military and civilian standards, all Navy MHP practices will apply for Patient Centered Medical Home (PCMH) recognition from the National Committee on Quality Assurance (NCQA), an external health care quality organization, by fiscal year 2013. To date, 14 Navy practices have been recognized and another 53 practices are currently in the recognition process. Our recognition process has improved communication and knowledge sharing between the Services to improve our respective Patient-Centered Medical Home (PCMH) programs. We anticipate our recent move to the Defense Health Headquarters (DHHQ) will further improve our collaboration

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efforts as we are now co-located with our Tricare Management Activity, U.S. Army, and U.S Air Force PCMH colleagues.

The Navy's Medical Home Port Program is our team-based practice to foster high quality, efficient health care delivery utilizing the talents of all team members in furthering the health of our patients.

Some of Medical Home Port Concept Include:

- **Increased Access to Care:** All beneficiaries capable of reaching their Medical Home Port team providers, as needed, through visits to the clinic or virtual tools (such as secure email). Same-day access to healthcare team providers will also be available after clinic hours, as needed.
- **Clinical Quality:** Beneficiaries will receive the highest quality of medical care, with an emphasis on disease prevention and wellness. Focus on improved management of chronic conditions through enhanced access to the right patient education materials.
- **Satisfaction:** tailor our clinic operations and staff interaction to each patient's needs
Build a relationship with one Medical Home Port team, who knows you and your healthcare needs.
- **Behavioral Health:** allow beneficiaries access to behavioral health staff within the Medical Home Port clinic.
- **Civilian Collaboration:** Align Medical Home Port to civilian standards for this model of healthcare delivery.

If you want more information regarding MHP, check out the [Navy Medicine MHP website](#).

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